Motor Vehicle Services

VOL. 1/NO. 6 MARCH 1988

TALE LITE

NOVEMBER, 1989 VOL. 16, NO. 9 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

Get ready for fun! Employees' Holiday Party is December 15

The MVS Employees' Holiday Party will be held Friday, December 15 beginning at 6:30 p.m. at the West Trenton Ballroom, West Upper Ferry Road in West Trenton.

Tickets are now on sale at a cost of $15 per person or $30 per couple. The deadline for purchasing tickets is December 8. Checks should be made payable to MVS Activities. Limited seating (500) is available, with one guest per employee.

Music will be provided by D.J. Dave Hoeffel of "Sound Choice" from 8 p.m. to 1 a.m. An open bar will be from 6:30 p.m. until 8 p.m., with hors d' oeuvres served from 6:30 to 7:30 p.m. Dinner will be served at 7:30 p.m.

The menu will consist of a choice of top sirloin or stuffed capon. Also served will be fruit cup, salad, pencil points, potatoes, vegetables, rolls and butter, and ice cream with chocolate topping.

A reservation form is on Page 9. You MUST use this reservation form to order Holiday Party tickets.

Teamwork keeps Data Output running smoothly

A "before" picture of our year-old Data Output Section would show five separate operational areas, located all over the division. These units kept and copied key driver-owner and violations information that was regularly requested by drivers, lawyers, and courts, various companies, law enforcement or other division people.

Then, the "after" picture was created when our August 1988 restructuring pulled these related, but scattered, units together in one section—Data Output—of one bureau—Information Update and Retrieval. In March 1989, four of the five units physically moved together on the ground floor of the Trenton Regional Service Center (Title Records, the fifth, must stay at Nevius Voorhees till more hard-copy files are purged and less space is needed.)

The dining room was all decked out for the Glenn Paulsen Appreciation Dinner November 3 at Roman Hall. For a glimpse of the fun and frivolity, please see Pages 6 and 7.

In contrast to Motor Vehicles employees who have direct customer contact, the 130-some people in the five Data Output units are behind-the-scenes specialists. Like detectives, they find the documents (whether on paper or microfilm) and provide the information that others need to answer questions or transact Division business.

In every case, they work only with documents already created. They don't update or change records, and they don't produce microfilm. (That happens on the Systems Mangement side of the Information and Systems Management program area.)

So, just what is MVS Data Output? What happens there and who does it? With about a year of togetherness to build on, people in this section are well aware of their different roles and responsibilities. They know where one unit leaves off and another picks up. Here's what they do:

- **Title Records Unit**—Sallie Warren, supervisor. Housed here (ground floor

(Continued on Page 8)

THE TALK AT MVS

It seems there's no business like show business for some MVS types.

Christine Becker, Administrative Analyst 2 in the Court Liaison Unit, portrayed the role of Monica in "The Bad Seed" at the Artist Showcase Theater in October and November.

Florence Caldwell, Support Services Representative 2 in the Business Licensing Compliance Unit, has made a number of appearances as a rhythm and blues singer under the stage name of **Marketa Coleman.** Recent appearances have been at Romeo and Juliet's and the Candlelight, both in Trenton, and the Gaslight in Mount Holly, the Elks Club in New Brunswick, and Fisher's Restaurant, Bensalem, Pa. She started as a gospel singer in her church and still sings regularly at the Miracle Pentecostal Church, Trenton.

The acting bug has bitten **Jason Mannino,** son of Support Services Representative 1 **Karen Mannino** of the Southern District Office in Berlin. Jason has participated in every high school play since he was a freshman at Williamstown High School, including a lead role in "Hello Dolly" and the starring role in "Harvey." Now a senior, he recently portrayed Eugene, the Neil Simon character in "Brighton Beach Memoirs."

Rudene Vaught and **Cora Sue Santopietro** of the Employee Development Section took part in the one-mile Sports Challenge health walk, part of the Governor's Counsel on Physical Fitness and Sports. The event was sponsored in September by the Department of Community Affairs.

SSR 1 **Karen Mannino** of the Southern District Office in Berlin spent her vacation in Florida visiting her mother and other relatives. She was joined by her son, **Frank,** a student at Temple University.

Jill Samonski, daughter of **Ruth Samonski,** Supervisor of the Data Base Correction Unit, is on the dean's list at Fairleigh Dickinson University for the second consecutive year with a 3.8 cumulative average. Jill, 20, is a premed major specializing in neurosurgery.

Director Glenn R. Paulsen (left) accepts the 1989 Achievement of the Year Award of the Trenton Chapter of the Association of Government Accountants from Harry J. Collis, Director of the Division of Management Services, Office of Management and Budget (OMB) in the Treasury Department, at a recent awards and scholarships dinner held by the chapter. The award was presented for leadership and outstanding achievement in improving financial management in government. In addition, the award recognized Paulsen's outstanding accomplishments in the establishment and administration of MVS' regional service centers. In typical fashion, Paulsen said the award should go to all Motor Vehicle employees, since "every single one of them was involved in this accomplishment."

A "get well soon" message to **Frank Fucsko,** Safety Specialist 2 at the Kilmer Inspection Facility, who is recuperating at home from major surgery at the Robert Woods Johnson University Hospital in New Brunswick.

Maryanne Embler, Customer Service Representative 2 at the Burlington Motor Vehicle Agency, is a new grandmother. **Jordan Nicole Embler** was born September 22 weighing seven pounds, 15 ounces, to her daughter-in-law and son, **Shayne and Greg Embler.**

Congratulations to **Joyce and Albert Hopkins,** who welcomed six-pound, three-ounce daughter Caitlin Marie, born September 30. Joyce is a Technician (MIS) in the Office Automation Systems Section.

Congratulations to **Charlotte Coxen** of the Telephone Center on the arrival of her second child, **Jalesa Lynette,** born July 11 weighing seven pounds. Jalesa joins her brother, **Javon Darnell,** age 6.

Wedding bells rang for **Jeanne Darling,** Support Services Representative 3 in the Auto Body Licensing Unit, who was married October 14 to Airman **Thomas Gallagher,** stationed at Dover Air Force Base. Their honeymoon was a cruise in the Caribbean. Jeanne's sister is **Marie Darling** of the Office of Special Assistance and Customer Complaints.

Get well wishes to Supervisor 2 **Henry J. Dombrowski** of the Montclair Inspection Station, who is recovering from recent surgery. Everyone at the station prays for a speedy recovery.

(Continued on Page 3)

Card of thanks

Support Services Representative 2 BethAnn Goodwin of the Data Output Unit extends her appreciation and thanks to everyone who sent cards and expressions of condolence and the special contribution to the Sunshine Foundation upon the death of her father, John Shuster, on August 9.

THE TALK AT MVS

(Continued from Page 2)

Congratulations to Safety Specialist 2 **John Concuzza** of the Montclair Station and his wife, **Margaret,** on the birth of their first child, Margaret Rose, on September 29.

✔

The staff of the Paterson Motor Vehicle Agency wishes a happy birthday November 8 to Customer Service Representative 3 **Donna Miller-Moore** and congratulations to CSR4 **Heather Smith** on the arrival of her second child. CSR3 **Valerie Henry** wants to wish a happy birthday to CSR2 **Cynthia Williamson** of the Wayne Motor Vehicle Agency.

✔

The staff of the Montclair Inspection Station sends congratulations to Safety Specialist 2 **Stephen Funso Bamgbade** on his recent graduation from Montclair State College. He received his masters degree in economics on May 24.

✔

The men of the Kilmer Inspection Facility want to congratulate their boss, **John Kurabinski,** on his promotion to Supervisor 2.

✔

Congratulations to **Jerry Jagger,** Supervisor 3 of the Randolph Inspection Station, and **Gloria Massari,** Support Services Representative Trainee at the Ledgewood Motor Vehicle Agency on their recent engagement. No wedding date has been set.

✔

Gerri Maul, Driver Improvement Analyst 3 in the Driver Control Conference Unit, is a new grandmother. Her first grandchild, **Daniel Joseph Mamo,** was born September 25 to her daughter and son-in-law, **Karen and Daniel Mamo.** He weighed eight pounds, four ounces.

Donations are sought to replace fire loss

The staff of the Berlin Motor Vehicle Agency is taking up a collection to help Customer Service Representative 4 Joan Thomas' daughter, Deanna Bearfield, who lost her possessions in a fire in her apartment on October 10. Deanna and her husband have three boys, whose clothing sizes range from five to seven. Donations may be sent in care of the Berlin Agency.

DIRECTOR'S MESSAGE

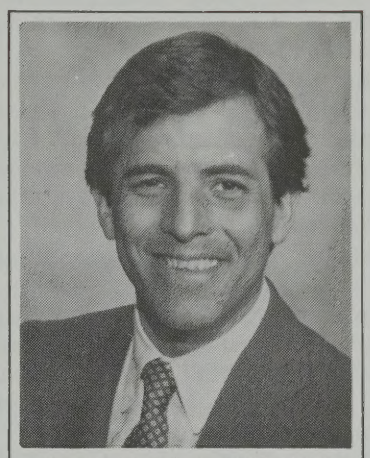
Much to be thankful for

Thanksgiving is that time of year when we pause to reflect on those things that we are especially thankful for and to think about what is yet to come. This year, we at MVS have many things to be thankful for:

- we have friends and co-workers whose heroism was recently honored because of their unselfish and extraordinary efforts to help others (see page 5);
- the Commission for the Blind will soon open a food concession in the break area at our Uptown Building (Sears);
- the food concession at 137 East State Street will be upgraded;
- delays/obstacles to construction of (three) new inspection stations have been removed;
- (four or five) more model agencies are underway;
- our United Way campaign is launched and will reflect again your generosity toward others.

I am thankful for the many goals we have set and achieved over the past few years. Together we have seen inspection lanes built; many of our field agencies renovated, replacing cramped, inadequate leased facilities; modern regional service centers in Deptford and Wayne opened; and the completion of the Trenton Regional Service Center, which has allowed even more of our centrally-located people to move into clean, modern surroundings.

However, we have also shared frustration over the struggle to put in place the steps needed to build a new, central headquarters so we bring together our Trenton-based people left behind in various buildings after the move to Sears last November. It has been a long, tough, often up-hill battle that, until recently, had not produced the hoped-for result. Now, I am extremely pleased to tell you that a major hurdle has been overcome with the signing this month of the necessary lease agreement by the Legislature. This action clears the way for the demolition of the old Arnold Constable building in early 1990 and construction of the longed-for, and much needed new headquarters. If all goes as planned, that building should be ready for occupancy some time in 1992.



DIRECTOR PAULSEN

I wanted to share this good news and tell you again how proud I am of all we've achieved together, and how thankful I am for your efforts on behalf of all our goals. Although I won't be here to see the building rise, I take great satisfaction in knowing that all of you will experience our dream come true, and that you will continue your commitment to the high service and professional standards that we set for Motor Vehicle Services. Have a wonderful Thanksgiving with your friends and family. Thank you for everything.

Sincerely,

Glenn R. Paulsen
Director

Gloria Freeman speaker at October SSP graduation

Supervisor 3 Gloria Freeman of the Telephone Center was chosen from among 378 graduates of the 18-week Support Specialist Program to be the class speaker at SSP graduation ceremonies last month in the State Museum auditorium.

Of the 378 participants in the Department of Personnel program statewide, 18 graduates were from Motor Vehicle Services.

MVS welcomes Puerto Rican MV Director

Not even Hurricane Hugo could keep Jose Diaz Monge away from Motor Vehicle Services. Monge, Director of Motor Vehicles in Puerto Rico, visited MVS in October to learn more about MVS operations.

Director Monge was accompanied by the agency's legal and legislative liaison, Sonia Gierbolini, and Gloria Cintron, systems specialist. They spent three days touring our motor vehicle facilites.

Because Puerto Rico recently implemented a monthly registration renewal system similar to New Jersey's, much of the visit was spent observing first-hand how MVS processes licenses and registrations and how the computerized agencies operate.

Director Monge and his staff also stopped by Bakers Basin to join safety specialists on the line as they inspected automobiles and tested the cars for emissions.

A tour of the Trenton Regional Service Center and the Telephone Center rounded out the visit.

Although Puerto Rico's motor vehicle system is similar to New Jersey's

Jose Diaz Monge, Director of Motor Vehicles in Puerto Rico, listens as Manager Lois Rishko tells about the Telephone Center, one of the stops on his tour of MVS.

in many ways, compulsory automobile insurance is not yet mandated in the commonwealth. Puerto Rico also uses a point system to suspend drivers with poor driving records, but, unlike our 12-point suspension, it takes 25 points to lose your license in Puerto Rico.

Group raises money for Special Olympics

A group of Motor Vehicle Services' safety specialists at the Bakers Basin Inspection Station is leading a drive to raise money for the Mercer County Special Olympics.

David Wilcox, Carl Benedetti and Nick Povio said their group, called CDN Fund-raising for Children, sponsored a Halloween dance October 27 from 8 p.m. to midnight at the Polish American Club in Yardville. Proceeds from ticket sales benefited the Special Olympics, according to Povio, who was the coordinator of the event.

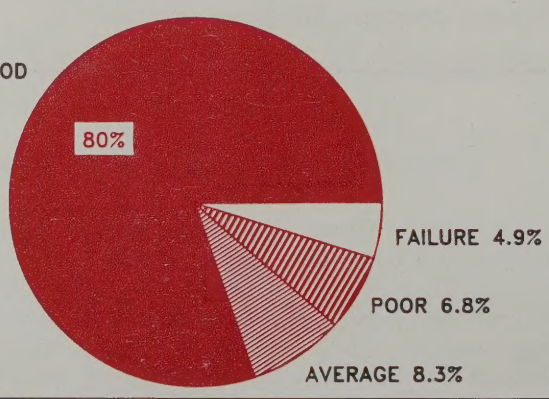
On January 21 the group will be sponsoring a bowling tournament at the Hamilton Lanes from 2 to 6 p.m., with proceeds going to the Special Olympics.

In August the group raised $700 at a golf outing at the Gambler's Ridge Golf Course in Cream Ridge which they donated to the Mercer County Unit of the New Jersey Association for Retarded Citizens to benefit the athletes who participated in the Special Olympics.

Other members of the group are Richard Green, John Micai, Rich Ditmar and Frank DeMarcello.

More than 80 percent of the customers who filled out and returned customer report cards in 1988 rated the overall quality of service they received at motor vehicle agencies as excellent or good. Of the cards made available to agency customers in 1988, 24,121 were completed and returned.

REPORT CARD RATING OF AGENCIES
OVERALL QUALITY OF SERVICE



LETTERS

(Editor's Note: The following letter was written in response to an article in the Trenton Times September 4, in which Evelyn Murphy-Wenger, Field Representative in the Office of Citizen Complaints, Department of Public Advocate, was quoted as saying the Division of Motor Vehicles received the most criticism from the public.)

* * *

Dear Ms. Murphy-Wenger:

"Say it isn't so!"

We learned from the 1988 Annual Report of the New Jersey Department of the Public Advocate and the Office of the Public Defender that

> "for the first time in the 14-year history of the Complaint Office, the Department of Human Services replaced the Division of Motor Vehicles (DMV) as the most complained about state agency."

. . . only to read the September 4 (Trenton) Times that "without hesitation" you cited MVS as the "department N.J. citizens criticize most often." We wish you *could* say it isn't so, Ms. Murphy-Wenger, for Motor Vehicles people have worked very hard during the last three rebuilding years to beat that rap. And, according to your department's own report, we have succeeded.

It's too late to change your response which is bound to be more widely read by the general public than your department's annual report. Maybe you can help to assure that opportunities you and others at your office have to answer the same question will "say it isn't so."

Christine R. Cox
Chief of Staff

Sir:

After reading your latest brochures regarding your services, I have to compliment everyone on the efforts you have achieved over the past several years.

The services that you have given the public are noticeable and appreciated.

As a state employee working for another agency, the efforts you have made reflects on all of us especially in restoring some dignity in being a state employee.

As a result of your efforts other agencies and branches of government are now and will be attempting to emulate your achievements.

Maren Sorensen
Willingboro

15 MVS employees receive DOP state awards

Fifteen MVS employees have been recognized with special plaques for heroism, public service and professional accomplishments through the State Suggestion Award program at a ceremony held in conjunction with the Department of Personnel.

Director Glenn R. Paulsen, Chief of Staff Christine R. Cox, Deputy Director Ed Lawler and Administrator Donald Giberson were on hand to assist Acting Department of Personnel Commissioner Dr. Charles A. Nanry present the awards.

The following employees received plaques:

Acts of Heroism

Daryl Jackson and Coven Baumgardner, both of the Newark Inspection Station; Michael W. Cox, Jersey City Station; Fred L. Harris, Montclair Station; Gregory Chapman, Rahway Station, and former employee Mark Curcio for coming to the assistance of Safety Specialist Keith Wyatt, who was viciously attacked by a knife-wielding assailant at the Newark Station on October 3, 1986.

Charles P. Rehberger, Jr., of the Security and Investigations Unit and Martin P. Carluccio of the Rahway Station for obtaining police and first aid assistance and maintaining control in the Newark Station after the knife attack in the same incident.

Anthony Marro and Ronald Cannici, both of the Lodi Station; Scott McLaren and Donato Murolo, both of the Ridgewood Station, and former employee Vincent Maranilli for freeing people trapped in a vehicle that had flipped on its side after it had accelerated and hit an embankment.

Public Service

Linda Love of the Plainfield Station, for providing emergency CPR to a customer who was stricken while taking a driving test.

Professional Accomplishment

James Scola of the Millville Inspection Station, for designing the improved lift head that MVS uses to lift cars in the inspection stations.

Inclement weather closing on radio

The following radio stations have agreed to broadcast special announcements concerning the effect of inclement weather on hours of work for state offices during the winter.

Employees are advised to listen to these stations for reports of closings or delayed openings of offices because of snow or other emergency situations. This directory should be saved through the cold months.

WHWH 1350 AM/WPST 97.5 FM PRINCETON/TRENTON
WMTR 1250 AM/WDHA 105.5 FM MORRISTOWN
WIIN 1450 AM/WFPG 97 FM ATLANTIC CITY
WOR 710 AM/WRKS 98.7 FM NEW YORK/NEW JERSEY
WABC 77 AM/WPLJ 95.5 FM NEW YORK/NEW JERSEY
WCMC 1230 AM/WILDWOOD
WRAN 1510 AM/DOVER
WRNJ 1000 AM/HACKETTSTOWN
KYW 1060 AM PHILADELPHIA
WJLK 1310 AM/94.3 FM ASBURY PARK
WCTC 1450 AM/NEW BRUNSWICK
CBC 88 AM/WCBS 101 FM/NEW YORK/NEW JERSEY
WSUS 102.3 FM/FRANKLIN
WJIC 1510 AM/SALEM
WNNJ 1360 AM/NEWTON

Internal recognition

Receiving plaques from Director Glenn R. Paulsen (left) and Administrator Donald Giberson (right) for extinguising a car fire at Bakers Basin are Kerry Douse, Richard E. Ditmar, and Nicholas Povio.

3 Bakers Basin employees given heroism awards

Three safety specialists at Bakers Basin were presented heroism awards by Director Glenn R. Paulsen and Administrator Donald Giberson for their roles in putting out a fire that broke out in a car about 50 yards from the inspection station.

Receiving the plaques October 24 were Supervisor 4 Richard E. Ditmar and Safety Specialists 2 Nicholas Povio and Kerry Douse. Their nominations for the awards were voted by the Internal Employee Awards Committee.

Povio, who was the first to spot the August 30 fire, grabbed a fire extinguisher and alerted the rest of the station personnel to the potential danger.

He managed to confine the fire to the motor compartment and extinguished the blaze. Ditmar got there seconds later with a second fire extinguisher, followed by Douse, who carried a third extinguisher despite a sports injury to his arm.

"Considering it was the end of the month and many motorists were waiting in line near the fire scene, the alertness and quick thinking on the part of these men helped avert a possible life threatening situation," said Director Paulsen. "These employees deserve our heartfelt thanks for preventing a perilous situation that could have resulted in personal injury."

'Thank You,' Glenn Paulsen

Almost 400 employees and friends, including former Attorney General Car attended the Glenn Paulsen Appreciation Dinner November 3 at Roman Director was presented with gifts, both serious and comical. He is enjoyin gift" from MVS employees this week, a golfing vacation in Williamsburg were lots of laughs, among them Art Biggs' impersonation of a golfing Dire Pennacchi's portrayal of a tough-tongued Star-Ledger reporter named "S Don Giberson's daring modeling of the new examiner uniform and equip used at inspection stations. Even a minstrel man showed up to serenad Thanks, Glenn. Your dinner was a blast. MVS will never be the same

Photos by Scott Jones

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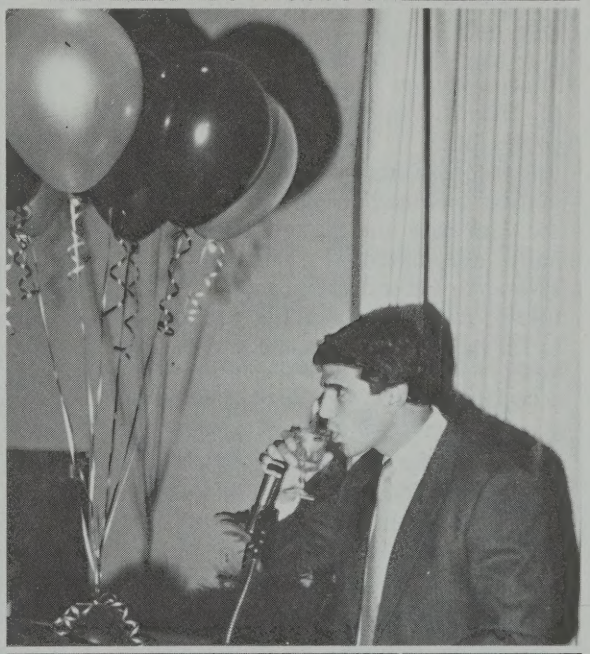
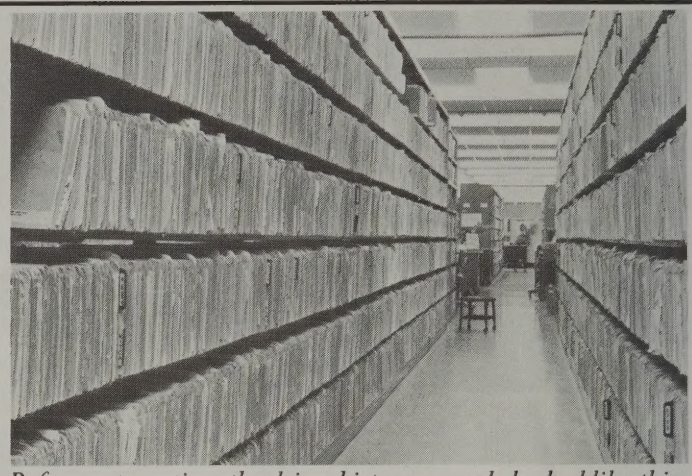


The old driver license and registration files formerly on the second floor of 25 South Montgomery Street is now Helen Vukovich's area in Data Output on the ground floor of the Trenton Regional Service Center.



Before automation, the driver history records looked like this on the 5th floor of 25 South Montgomery Street. Once called Numeric Files, it is now the Violations Unit of the Data Output Section on the ground floor of the Trenton Regional Service Center.

Teamwork keeps the Data Output Section running smoothly

(Continued from Page 1)

of Nevius Voorhees) are paper title copies back to 1981 and microfilmed title records since 1985 when title information was made a permanent part of the data base and all agencies were finally automated. Employees—about 17—serve behind the scenes by doing title look-ups and making title copies to fill requests from inside and outside MVS.

People in this unit also process stolen car "stops" in our comprehensive system. Authorized by state police alerts, they enter codes to prevent any agency transactions involving stolen cars; when cars are recovered, they remove the stops.

• **Abstract Unit**—Betty Ann Briggs, supervisor. Drawing on driver history information from the Violations Unit, also in the Data Output Section, employees provide four kinds of abstracts (a three-year non-certified driver history record, a three-year certified record, a non-certified complete record, and a certified complete driver history record) for external users, such as attorneys, courts, insurance companies and law enforcement agencies.

Request for abstracts reach this unit of 30 people by mail or transmission from the Telephone Center. Then, pulling information from our data base, OTIS prints abstracts overnight and sends them back to this unit for counting, sorting and mailing.

• **Violations Unit**—Josie Jones, supervisor. Here, driver history records (formerly the Division's "numeric files") are kept on microfilm. People in this unit of 32 use the comprehensive and Prime systems to pinpoint the film location of documents needed. (These include anything that supports data found on the AMC-1 and 4 screens, such as accident reports, MF1 cards, suspension or restoration notices.)

Then they print, copy and send material to regional service centers, the Telephone Center and other internal users.

• **Certified Information Unit**—Sylvia Hicks, supervisor. As the Abstract and Violations Units interact, with abstracts being copies of driver history records, *this* unit processes requests for driver and registration information that is drawn from the License and Registration Unit.

The 17 people here handle requests coming in by mail, by phone (for account holders needing numerous look-ups) and through a tape-to-tape system (for law enforcement requests). They send such things as computer printouts of current driver addresses or photocopies of filmed license and/or registration applications for dates specified, showing driver signature and reported insurance carrier.

• **License and Registration Unit**—Helen Vukovich, supervisor. This area houses microfilm records (formerly located on the first floor, 137 E. State St.) that include agency transactions for driver licenses, registrations, driver license permits and related applications. As in the Violations Unit, 32 employees consult both comprehensive

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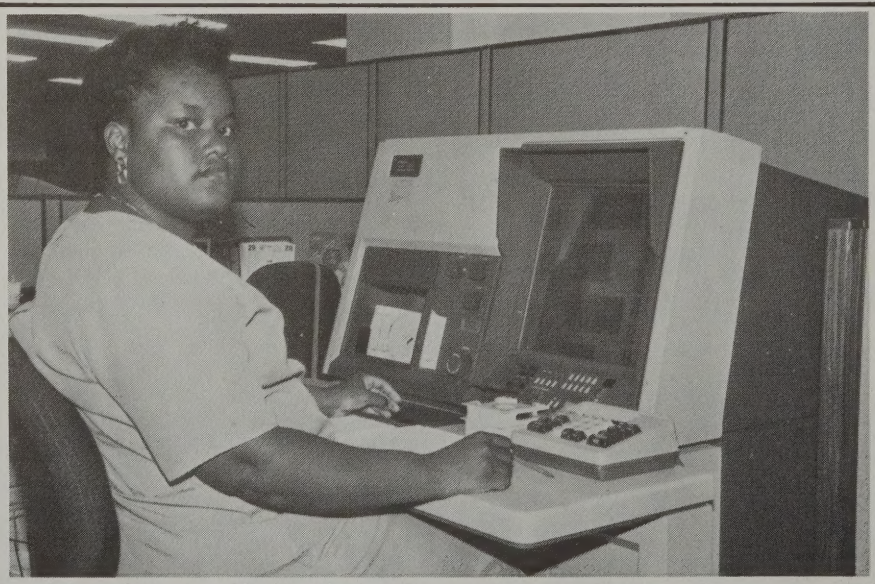


Operating the microfilm reader/printer is Support Services Representative 3 Alice Reed.

Support Services Representative 3 Frances Cebulski picks a reel from the microfilm carousel in the Data Output Section.

Teamwork keeps Data Output on track

(Continued from Page 8)

and Prime systems for document location, then they make copies for requesters.

Bureau Manager Bob Damiani (subject of last month's "Profile") and Betty McKithen, Data Output Section Supervisor, recently recalled some of their operation's "landmarks" since the reorganization. By now, much of the uncertainty and stress is behind them—and they're glad.

They can remember what a challenge it was at first to get everyone moving to the same beat at a time when the division itself was changing dramatically, with all the related and widespread anxiety. Within this massive organization change, most of those who became part of Data Output had to physically move, report to different people *and* learn to do things cooperatively and in new ways. (Any *one* of those things would be enough for most of us!)

Small wonder that smooth teamwork in Data Output took a while. But the "testing period" ended as time passed and as roles and expectations became clear.

Data Output "jelled," as Betty puts it. Her way of focusing on *people* as well as on *tasks* probably aided the jelling process.

Bob and Betty agree that their approaches are very similar, and this generally allows them to present a united front on issues. They believe that there's a system to be worked through, that expectations should be clear and consistent, that people should be treated fairly and that things will work out.

One last clear sign that the dust from the division restructuring has settled: Data Output people at the Service Center have a schedule for refrigerator-cleaning and they *follow* it. Now, that's a positive symbol we *all* recognize!

Cost center numbers assigned to MV units

Have you seen lists with numbers like E30, I40, or C60? No, it's not Bingo. It's a new system of cost center numbers being used throughout the Division.

Cost center numbers have been assigned to each unit within Motor Vehicle Services as a way to help improve accounting, budgeting and staff accountability when materials or services are purchased.

The cost center numbers will be used by the Accounts Payable Unit when processing vouchers for payment throughout fiscal year 1990.

Through the use of the numbers, managers will be able to better track the efficiency of individual operations and at the same time plan more effectively to meet their future fiscal and staffing needs.

MVS currently employs 170 cost centers, each one a combination of either three numeric or alpha-numeric characters.

The cost center codes will become an increasingly important tool for managers not only in distinguishing organizational units, but also for personnel position control reports that more accurately calculate salary costs for each unit and operational area.

Managers are being asked to assist the Accounts Payable Unit by indicating which cost center unit or units should be charged for the receipt of goods or services on the invoices that are periodically sent for verification.

Questions about the procedure should be directed to Angelo A. Mirando, Manager of the Bureau of Financial Management, or Rosanne Fairbanks, at 292-0742.

PLEASE DETACH ON DOTTED LINE

MVS EMPLOYEES' HOLIDAY PARTY RESERVATION FORM

Please complete this reservation form and return to: MVS Employees' Holiday Party, CN 160, Trenton, NJ 08666-0160. Please make check payable to DMV Activities. **DO NOT SEND CASH!** Please print clearly.

Name _____

Home Address _____

City _____ State _____ Zip _____

Bureau or Work Area _____

Work Address _____

Please seat me with:

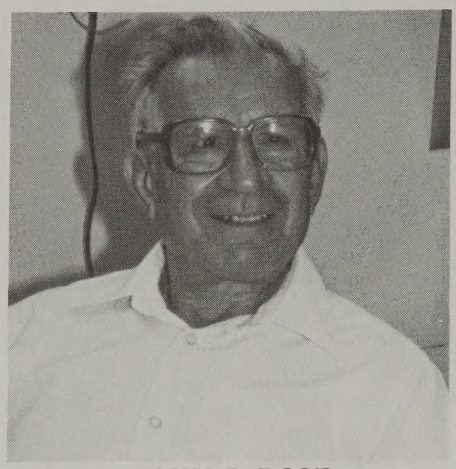
ENTREE CHOICE

1st Ticket _____

2nd Ticket _____
(if applicable)

Daytime Phone Number _____

Retirement means the open road for John DeRose



JOHN DeROSE

By MAUREEN SCZPANSKI

PROFILE

On May 31 John DeRose will be saying "farewell" to Motor Vehicle Services and "hello" to the Grand Canyon. After 18 years with MVS, DeRose will be retiring as Assistant Supervisor of Buildings and Equipment to pursue his favorite pastime—traveling.

The 65-year old DeRose is an avid traveler and, along with his wife, will be taking to the highways and backroads of America to see the sights—Yellowstone, Mount Rushmore, Las Vegas . . .

However, DeRose will not be leaving MVS without regrets and sadness. He supervises five employees at the Elizabeth Fabrication Shop, and is proud of every one of them and of the camaraderie that exists at the facility that provides mechanical assistance and repairs to the state's 35 inspection stations.

"We learn from each other here," DeRose explained. "Everyone who works here is very creative. They are all tradespeople who are proficient in their craft. Everyone is mechanically inclined.

"For example, the employees here have been able to save the state money and themselves countless hours of unnecessary labor by reconstructing and fabricating machines from existing parts," he continued.

"One employee (Carl Herman, featured in last month's TALE LITE) was able to fashion a device that reduced the amount of time and effort needed to scrape rust off the rails on which the headlight test board travels," he said. "The boards are still used for school bus tests."

"An electronic brake test, now being used at the Wayne Inspection Station, is another piece of machinery that was fabricated from existing equipment," he said. "It's more cost effective that way."

DeRose also oversees the start-up of the equipment in all new inspection stations throughout the state. He is on hand from the time the ground is broken until the last cement block is in place, making sure all equipment is working properly for the motoring public.

Before joining MVS, DeRose was supervisor of a machine shop that manufactured varitype machines used in newspaper composition. After 25 years in the business, he decided to change course and joined MVS as a mechanic. DeRose landed his present position five years ago.

In addition to traveling, DeRose plans to spend his retirement perfecting his golf game and taking photographs.

MVS
NEWS BRIEFS

DIRECTOR GLENN R. PAULSEN cut the ribbon October 31 to open the new South Brunswick Inspection Station, designed to offer motorists an alternative to the Kilmer, Bakers Basin, Freehold and Plainfield Stations. The South Brunswick Station replaces the old North Brunswick facility which the state was forced to close in 1986 to make way for the construction of a new shopping complex on Route 1.

* * *

THE EAST BRUNSWICK Motor Vehicle Agency closed October 21 to undergo major renovations which will meet new customer standards outlined in the model agency master plan. The new office will total approximately 4,500 square feet, an increase from the current office size of 2,500 square feet.

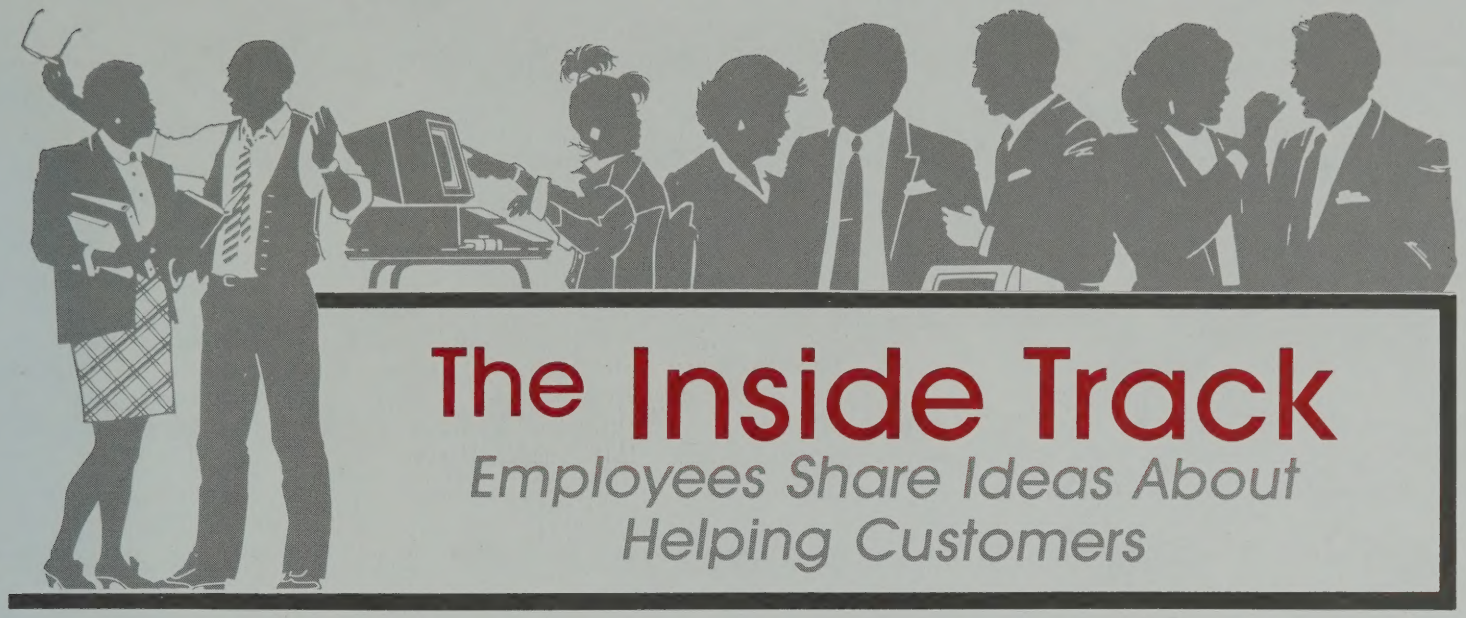
* * *

MOTOR VEHICLE SERVICES has begun to issue four-year nondriver ID cards, replacing the photo handicapped ID card and the "valid without photo handicapped ID card." The nondriver ID card, however, does not replace the ID card issued with handicapped parking placards and plates.

The cost is $5.50 for an initial or renewal of a nondriver ID. Replacement of a lost or damaged card is $2.50. Individuals applying for the card must be at least 17 years of age and cannot have a valid New Jersey driver license or valid learner's permit. Their driving privilege cannot be currently under suspension in New Jersey or any other jurisdiction.

Director Glenn R. Paulsen and Carmen Morrow, Supervisor of the North Bergen Motor Vehicle Agency, prepare to greet employees and guests at the ribbon cutting ceremony opening the facility as Motor Vehicle Services' 16th model agency on September 29. Motorists began transacting business the following day in the 4,600-square-foot modern and more comfortable agency at 8901 Park Plaza in North Bergen. The new office resembles the prototype model agencies located in Camden, Vineland, Salem, Edison, Lodi, Wayne, Oakland, Rahway, Newark, Bakers Basin, Washington, Springfield and the new Wayne, Deptford and Trenton Regional Service Centers.

See You At The Holiday Party



The Inside Track

Employees Share Ideas About Helping Customers

(Editor's Note: The following comments are from employees who work behind the scenes to support MVS functions in some way. These individuals are your co-workers who provide services to you. They are only a few examples of how we are all each other's customers.)

* * *

Do you have an example of how service to MVS customers can be improved? We'd like to hear from you. Please use the printed Employee Survey Card, or a plain sheet of paper, to share your idea with co-workers. Your idea can be one you already use and know is effective, or one you think could be adopted to better serve our customers. Your comments will be printed on this page. Send your ideas to: Internal Communications Unit, Public Affairs Office, 7th floor, 25 South Montgomery Street, Trenton, N.J. 08666. You may also obtain additional Survey Cards from this office.

"Along with Sara Ammirata, the senior clinic nurse, I am on call whenever an employee has a health problem. We decide whether the employee should seek medical attention at an emergency room or a physician's office, rest at home, or return to work.

"We also take applications for the Blood Bank and make arrangements for withdrawals and donations. We arrange for CPR and first aid instruction and health screening seminars. We also provide counseling in health-related subjects such as weight control and anti-smoking information.

"As a field specialist I administer blood pressure screening and give counseling on health problems for all field employees."

Jessie C. Timm, R.N.
MVS Central Health Office

"We create and maintain the Division's microfilm files for the various units that deal with customers including law enforcement authorities. These films supplement the comprehensive system. We also convert traditional hard copy files to microfilm.

"We have to keep documents on microfilm in order to make access to information easier and to reduce space requirements. This in turn allows for more work space for the employees."

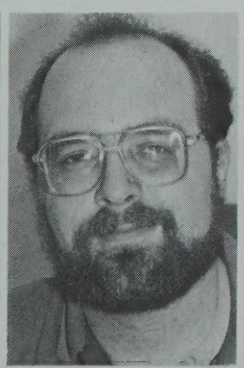
Will Stam
Supervisor 2
Prime Section

"I assist employees by ensuring that the building is secure from intruders. I also help in emergency evacuations such as fire drills and answer calls from motor vehicle facilities that suspect a problem involving discrepancies in driver histories, questionable transactions, and fraud involving motor vehicle transactions.

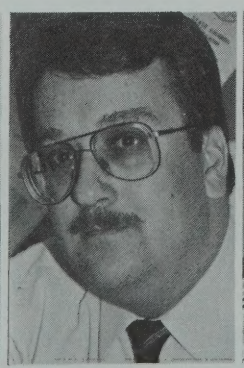
"I receive inquiries concerning a wide variety of security problems. I identify the problem, determine how it happened and then recommend corrective action to solve the problem. I also recommend ways to avoid a similar problem in the future."

Charles P. Rehberger, Jr.
Investigator 2
Security and Investigations Unit

Jessie C. Timm



Will Stam



Charles Rehberger, Jr.

Loretta Brett

"I assist employees in learning the word processing system. When they have any problems with the particular job they're doing or have questions on how to do a function on the system, they call me and I instruct them on how to overcome the problem. I also give plenty of moral support."

Loretta (Dolly) Brett
Office Automation Specialist 1
Office Automation Systems Unit

NJSECC charity campaign begins at MVS

For the third consecutive year, Rita Jo Scarcella of the Employee Development Section is coordinating the 1989 New Jersey State Employees Charitable Campaign (NJSECC) within Motor Vehicle Services.

Contributions to the NJSECC will benefit more than 1,000 agencies, services and programs. Ms. Scarcella can be reached at her office in Building 12A of Quakerbridge Plaza or by phone at 588-3731.

"I am sure that MVS employees will once again play a leading role in the success of this campaign. As you know, this fund raising effort has always been important here at MVS," Director Glenn R. Paulsen said.

"Last year our employees set a new record with total donations of $14,968, which topped the 1987 record by more than $5,000. It was a great effort and I am truly proud of that record. I hope we can do it again this year," he added.

To facilitate giving, a payroll deduction can be arranged and, if desired, a letter acknowledging the contribution will be sent to the employee.

The varied services available through NJSECC organizations include International Service Agencies, the Black United Fund, National Health Agencies, and the United Way of New Jersey.

Motor Vehicles' version of two men and a baby has a happy ending

It was a case of two men and a baby at the Southampton Inspection Station.

The two men were Station Supervisor Perry Bascou and Ted Peterson, Project Specialist for new stations, and the baby was on its way into the world when they interceded.

The story began when a motorist was taking his daughter, who was in labor, to the Burlington County Hospital in Mount Holly. His vehicle suddenly broke down just outside the inspection station on Route 38.

Peterson, who was overseeing the construction of the permanent station, took the motorist into the station's office trailer so he could call his auto club for assistance.

Meanwhile, Supervisor Bascou went to the vehicle to check on the occupant. Noticing the daughter's condition, Bascou drove her to the hospital, where a six-pound, four-ounce boy was delivered the next morning.

In a letter to Director Glenn R. Paulsen, the motorist wrote, "I wish you would thank Supervisor Bascou and his men for their kindness during this emergency. They are an example of good public servants who do not always get recognition for their efforts. I have told this story many times and will often tell it with fond memories."

Director Paulsen commended Bascou, saying "We applaud you for the assistance you rendered, which is certainly above and beyond the normal duties of a Motor Vehicle supervisor. I want to extend my personal thanks to you. Because of your quick action during this emergency, (the) daughter was able to receive timely and appropriate medical attention."

Another incident of exemplary customer service beyond the scope of duty also occurred at the Southampton Station. Because of that incident, Director Paulsen has praised Safety Specialist 2 James Webster for helping a new resident obtain his New Jersey driver license and auto registration when inspections at the station had been curtailed due to inclement weather.

After directing the motorist to the Mount Holly Agency to get his documents and plates, Webster took time on his lunch break to affix the plates to the customer's vehicle when he returned for inspection.

The motorist also wrote to the Director to express his gratitude for the courteous and prompt service he received.

At half-mast

Motor Vehicle Services joined in mourning the death November 9 of Trenton Mayor Arthur Holland. The flag atop the Trenton Regional Service Center was flown at half-mast last week.

TALE LITE

State of New Jersey
Thomas H. Kean, Governor
Department of Law and Public Safety
Peter N. Perretti, Jr.
Attorney General
Motor Vehicle Services
Glenn R. Paulsen, Director

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